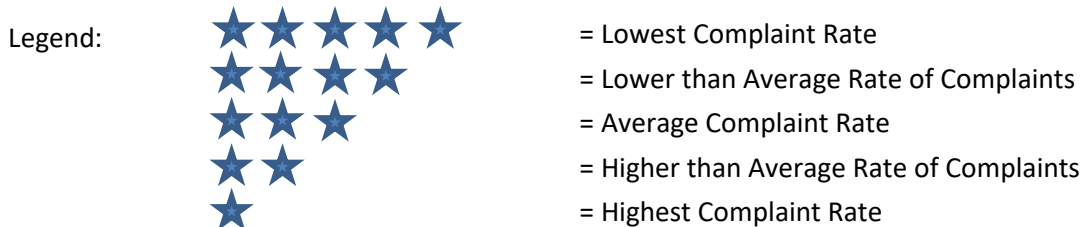


Retail Electric Supplier Complaint Scorecard

Complaint Rates for March 2016 through August 2016

The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.

A five star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.



Rank	Supplier	September 2016 Complaint Score	Complaint Score Last Month
1	Agera Energy	★★★★★	★★★★★
2	MC Squared	★★★★★	★★★★★
3	Champion Energy	★★★★★	★★★★★
4	Hiko	★★★★★	★★★★★
5	Homefield Energy	★★★★★	★★★★★
6	FirstEnergy Solutions	★★★★★	★★★★★
7	MidAmerican Energy Services	★★★★★	★★★★★
8	Dynegy Energy	★★★★★	★★★★★
9	IGS	★★★★★	★★★★★
10	Viridian	★★★★★	★★★★★
11	Constellation Energy**	★★★★★	★★★★★
12	Xoom Energy	★★★★★	★★★★★
13	Nordic Energy Services	★★★★★	★★★★★
14	Green Mountain Energy	★★★★★	★★★★★
15	EnergyMe	★★★★★	★★★★★
16	AEP Energy	★★★★★	★★★★★
17	Ethical Electric	★★★★★	★★★★★
18	Verde Energy USA	★★★★★	★★★★★
19	Ambit	★★★★★	★★★★★
20	North American Power and Gas	★★★★★	★★★★★
21	Public Power	★★★★★	★★★★★
22	Illinois Gas & Electric	★★★★★	★★★★★
23	Plymouth Rock Energy	★★★★★	★★★★★
24	NRG Home	★★★★★	★★★★★
25	Star Energy Partners	★★★★★	★★★★★
26	Direct Energy Services	★★★★★	★★★★★
27	Tara Energy	★★★★★	★★★★★

28	Energy Plus	★ ★ ★	★ ★ ★
	Supplier	September 2016 Complaint Score	Complaint Score Last Month
29	Starion	★ ★	★ ★
30	Sperian	★ ★	★ ★ ★
31	IDT Energy	★ ★	★ ★
32	Everyday Energy d/b/a Energy Rewards	★ ★	★ ★
33	National Gas & Electric*	★ ★	★ ★ ★
34	Spark Energy	★ ★	★ ★
35	Eligo Energy	★ ★	★ ★
36	Clearview Electric	★ ★	★ ★
37	Consolidated Edison Solutions	★ ★	★ ★
38	Santanna Energy Services	★ ★	★ ★
39	Liberty Power	★	★
40	Major Energy	★	★
41	RealGY	★	★
42	Oasis Energy	★	★
43	PALMco Energy	★	★
44	Aspirity Energy	★	★
45	Smart Energy Holdings, LLC*	★	★
46	Entrust Energy	★	★
47	Mega Energy*	★	★

*Supplier had fewer than 200 residential customers for a portion of the six month reporting period.

**This includes customers and informal complaints of Integrys Energy Services, which Constellation Energy purchased in early 2015.

The suppliers are scored into five groupings of approximately equal size based on a 6-month rolling average of complaint rates per 1,000 customer relative to other companies. These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint. In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier. Also significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints. This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.

You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.